

**Approved Minutes
Enhanced 911 Commission Meeting
January 9, 2003
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut**

Commission Members

Richard Jackson
Gordon Shand
Mike Stemmler
Jeff Vannais
Lee Vincent
Tom Walsh

Representing

COST
Office of Emergency Medical Services
Connecticut State Police
PSAP Representative
CCM
Office of Emergency Management

Staff

George Pohorilak
Michael Guerrera
Roy Piper
Jerry Zarwanski
Anne Finn

OSET
OSET
OSET
OSET
OSET

Others in Attendance

Janet Ainsworth
Frank Aiudi
Brian Benito
Larry Cole
Jon DonFrancisco
Dinah Ghirardi
Rich Grocki
Rob Howley
Paul McNamara
Ed Pass
Carl Sawyer

DFEBS
DOIT
CSP
SBC/SNET Telecommunications
Quinebaug Valley ECC
Groton ECC
CEC
Cox Communications
Cox Communications
SBC/SNET
Private citizen

Call to Order

Gordon Shand chaired in Chairman Ernest Herricks' absence. Shand called the meeting to order at 9:05 a.m.

Approval of E911 Commission meeting Minutes of October 4, 2002

Lee Vincent motioned and Richard Jackson seconded to approve the October 4, 2002 meeting minutes. The motion was approved unanimously.

Correspondence

There are two pieces of correspondence. George Pohorilak indicated that the first is a request by Tolland County Mutual Aid for a fourth state-funded position. OSET will grant that request and work with Tolland

County Mutual Aid to time the installation of the equipment. The cost will be approximately \$16,000 with installation.

The criteria used to grant approval is based upon queuing theory formula established for the design of 9-1-1 systems. The formula is based upon population and variables related to urban factor versus rural factor.

A letter from Program Review and Investigations, addressed to Commissioner Spada, asks for a status report on EMD implementation statewide as well as EMS data and compliance with Public Act 00-151. The response is being developed.

Public Comment

There was no public comment.

Staff Reports

Training Program

OSET transferred the training program to the Office of Education and Data Management (OEDM). OSET can continue the training program without problems despite loss of some staff members due to lay-offs. George Pohorilak meets with OEDM Director Wayne Mayheu and Sue Vaughn on a regular basis. OSET subsidizes Telecommunicator Training Program. The OEDM must submit their next fiscal years' budget to us.

EMD

Eighteen PSAPs have formally adopted an EMD program. There is a July 1, 2004 deadline for all PSAP's to perform EMD. A letter will be sent to all PSAP's who have not adopted a program. Beginning with the new fiscal year in July 2003, we will stop teaching the EMD course within our Public Safety Telecommunicator Training program. By July 2004, all telecommunicators will be EMD trained and certified in an adopted EMD program.

EMS Data Submission

Roy Piper provided and reviewed the report for the group. The report shows individual PSAP's and their EMS data submissions. It contains data for the fourth quarter of 2002, PSAP's submitting data, and number that have submitted data so far. This report will be updated until all PSAP's have submitted data and report is finished.

Call volume data is listed with percentages from all PSAP's and secondary PSAP's. Final pages summarize the call volume and tagged calls for the entire year based on information received to date. The last page contains the 911-call volume from 1996 through to 2002.

Unfinished Business

Wireless Phase II

Mike Guerrero reported that Phase II implementation will begin first quarter of this year. OSET is working closely with Cingular, Verizon and ATT Wireless. Testing has already started with Cingular. Some problems with datalinks with Intrado must be resolved. SNET and Intrado are working to correct this.

Mike Guerrero explained the differences between a CAS solution and an NCAS solution. With a wireless call, CAS means the callback number comes with the voice call delivered through the tandem. It gets to the PSAP equipment in different ways but it is up front with the call. NCAS means that information comes through another route and after the call is answered.

Intrado has a MPC database, which provides the latitude and longitude for the carriers providing that service.

Time Synchronization System Implementation

Jerry Zarwanski reported on Time Synchronization System Implementation. Based on the NENA standard, we had eight vendors that responded to the bid. The state has contracted with Business Electronics Incorporated to do the installation of the product. The product is ESE and takes about one hour to install.

BEI has been instructed to turn on all the ports, to allow PSAP's to connect other equipment.

E9-1-1 Report to the General Assembly

The report is due to General Assembly on February 15. A draft copy has been developed. Members are welcome to add comments to the first draft of this report over the next two weeks.

Plan for the Implementation of an Emergency Notification System (ENS)

OSET was given the task of coming up with a statewide plan. We gathered information from vendors we were able to identify that would provide a system for reverse 911. Reverse 911 is a copyrighted trade name, therefore we use Emergency Notification System (ENS) as a generic term.

ENS technology is available as a service based or equipment based product. Service based requires a call to an organization, which could be located anywhere in the United States, explain the emergency, tell them we need x number of people notified at x location of such an emergency and they would make the calls.

Equipment based ENS is done locally. You have PC's, you do a map of where the emergency is. The computer makes the phone calls to everyone in the area with a wireline phone.

OSET compared the capabilities of each of the vendors that responded with information about their Emergency Notification Systems. A survey was sent to all PSAP's, thirty-four percent responded.

OSET has recommended an equipment based system in the report and also that the statewide implementation start with a regional approach.

GIS

George Pohorilak reported that we are going to bid for GIS. There are two major elements, the software and the hardware. Significant progress is being made on getting a bid out for the GIS 911 software. This is a specialized software application that will handle the latitude and longitude at the PSAP and be able to display it on a map. We expect these bids to be out within the next month. The hardware will be purchased off a state master contract for computers.

E9-1-1 Performance Reports – SNET & CLEC's

SNET

Michael Guerrero reported on carrier performance report. Mike Guerrero reviewed and analyzed the reports submitted by SNET.

CLEC

CLEC's were required to submit for the first time a quarterly report. The CLEC's that submitted reports are ATT Local Services, Cox Communication and World Com.

The ATT report provided less detail. Cox and World Com sent complete reports. The data received appears to be in order.

New Business

Planning for the Future

OSET must plan for the next generation of 911 equipment. One of the first initiatives we will take will be planning using small focus groups. There will be seven or eight groups of ten or twelve people. Meetings will be led by a meeting facilitator for the sole purpose of getting our customers to discuss their needs for their future. George Pohorilak would like commission members to attend those future meetings.

Budget

OSET has started to put the FY 03 / 04 budget together. The GIS piece is something we will budget for in the next Fiscal Year. The 911 surcharge will not be dramatically increased. Before the budget is finalized, it will go out to the Commission for comment.

Legislation

DPS proposed legislation to solve the PBX problem for 911.

Public Comment

George Pohorilak thanked Carol Szymanski and Roy Piper for the fine work they've done over the years. Due to the current lay-offs, their positions will be eliminated on Friday, January 17, 2003.

Adjournment

Commissioner Shand announced to adjourn. The meeting was adjourned at 10: 50 am.

Ernest Herrick, Chairman

Date